



**UTAH OPS**  
& **GOLDRATT CONSULTING**

## USU Quality Workforce Initiative for Student Success

President Nicole Foxworth

**Utah State University**

 **BUILDING ON SUCCESS 2018**



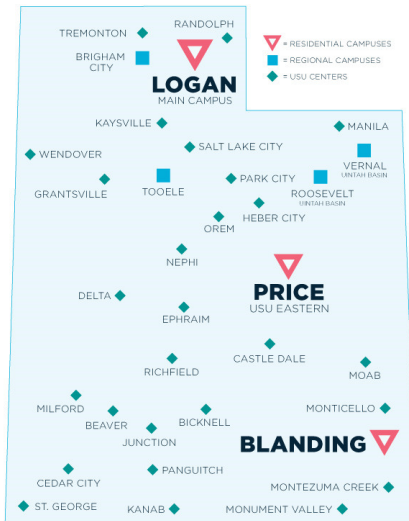
## Utah State University Mission

*Learning • Discovery • Engagement*

- Post-secondary education delivered across the state
- Student-engaged research that applies to Utah, the world and into space
- Outreach programs that enhance the quality of life in urban and rural communities

**Utah's Land Grant Institution**

 **BUILDING ON SUCCESS 2018**



**UtahStateUniversity.**

## USU Provides Access to Education Across Utah

### Education Goal: Qualified Workforce

- Accessible and efficient post-secondary education
- Responsive educational system
- Graduating students with relevant credentials

## Aggies are Everywhere

No matter where you attend,  
your diploma will have the  
same three, renowned words:  
**Utah State University**



## Designing the Quality Workforce Initiative: Student Success Team

### Division of Student Affairs

- Student Orientation & Transition Services
- Student Retention & Completion
- Student Support Services
- Financial Aid
- Registrar's Office

### Advising

- Academic advising
- Peer advising

### Academic & Instructional Services

### Office of Analysis, Assessment and Accreditation



## Identifying a Vicious Cycle: Student Retention

### Historical Retention Rates for USU

*First-time, Full-time, 4-yr Degree Cohorts on Logan Campus*

Retention Rate	All Students	First-Generation Students
After 1st year	73%	62%
After 2nd year	62%	51%



*First-Generation USU students have ~10 percentage-point gap in retention than their counterparts.*

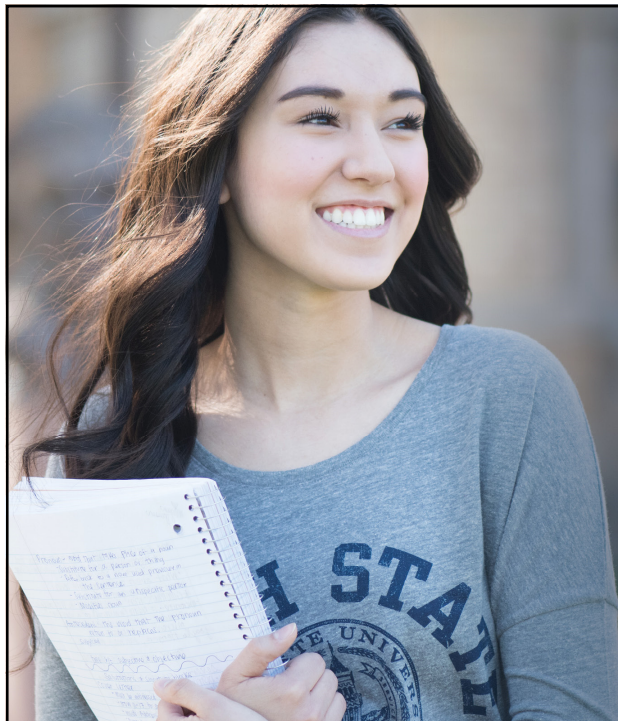


## Quality Workforce Initiative Goal:



### ***Equalize student retention***

- Equalize retention rates of First-Generation college students with their undergraduate peers.

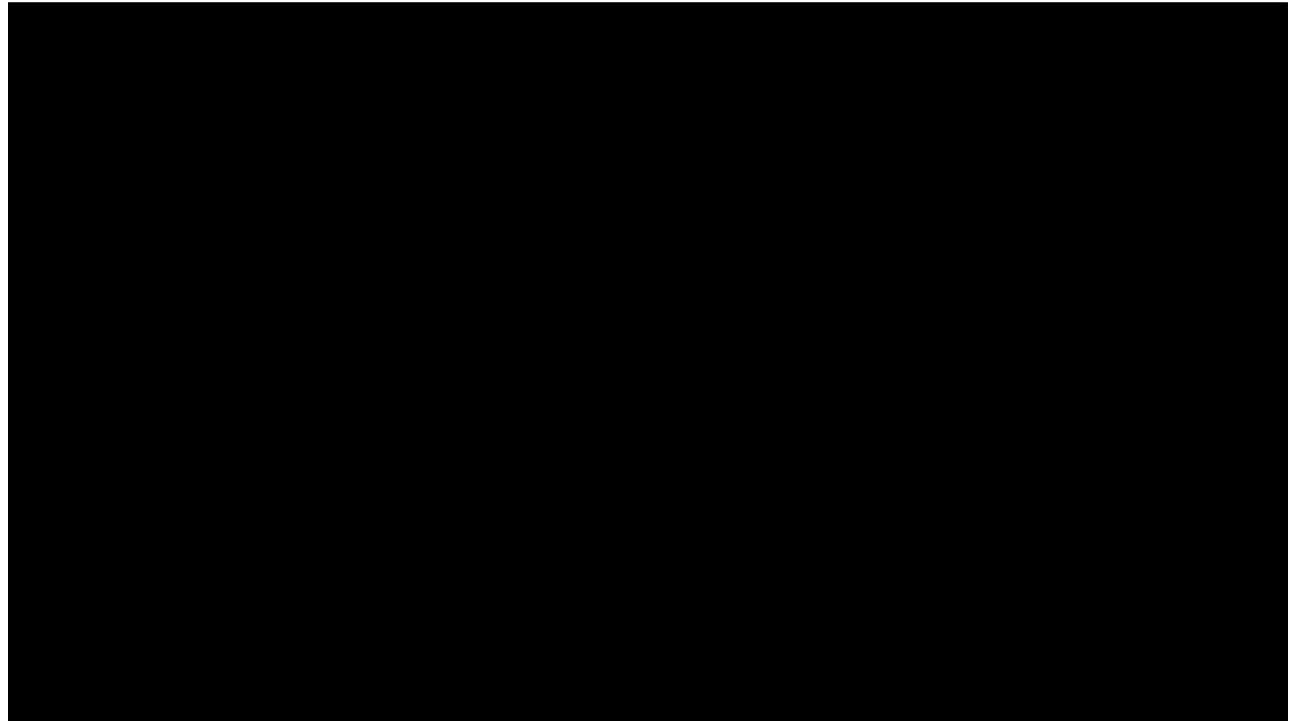


## Who are First Generation Students?

- Neither parents/guardians have a college degree
- The student desires to obtain a degree

*"There has to be this pioneer, the individual who has the courage, the ambition to overcome the obstacles that always develop when one tries to do something worthwhile, especially when it is new and different."*

*- Alfred P. Sloan*



## Breaking the Vicious Cycle: Identifying the Constraint

*The USU Student Success Team identified student intentionality as a constraint to retention of First-Generation students*

- **Intentionality** means doing things for a reason.
- **Student intentionality** means students doing things in college because these actions will improve their personal and academic success.



## A First-Generation Student Message



### Taryn's Experience

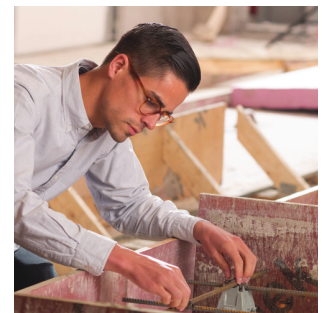
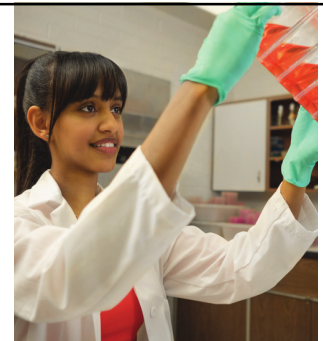
*"Being a first-generation student was quite embarrassing to me during my first semester in college. I thought there would be a certain stigma associated with my title of 'First-Generation'. I felt that asking for help, or admitting that I needed help, would show that I am weak."*



BUILDING ON SUCCESS 2018

## Utah State University Response

- **Develop** a program for first-generation college students
- **Connect** with students before they begin school and during their first two semesters
- **Align** student expectations of themselves and higher education with USU's programs
- **Create** student intentionality through better understanding of USU's policies and procedures
- **Improve** retention to the third semester



BUILDING ON SUCCESS 2018

## Initiative: Aggie First Scholars

### Aggie First Scholars 2018-19 Pilot

- Identified incoming full-time first-generation students on the Logan campus
- 647 students were notified on the program
- 320 students agreed to be in the pilot

### Aggie First Scholar Tool Kit

- Nudges
- Advisement – career, academic, financial
- Cohort
- Peer mentors



BUILDING ON SUCCESS 2018

## Initiative: Aggie First Scholars

### All Incoming Students:

**Invited** to complete online Orientation modules

**Invited** to attend Connections

**Invited** to meet with an advisor in the Fall

**Invited** to **enroll** Strategies for Academic Success courses

### Aggie First Scholars:

**Required** to complete online Orientation modules

**Required** to attend Connections

**Assigned** an advisor

**Invited** to **attend** *specialized* Strategies for Academic Success courses

**Required** to create a degree plan

**Assigned** a Peer Mentor and invited to monthly meetings

**Sent** targeted nudges

**Measured** weekly and bi-weekly for “intentionality”



BUILDING ON SUCCESS 2018



## Monitoring Student Intentionality

### Has the student:

1. Filled out a FAFSA form?
2. Met with an advisor?
3. Completed Orientation modules?
4. Registered as a full-time student?
5. Registered for Connections, English, math and academic success courses?
6. Completed Math (ALEKS) assessments?
7. Selected a degree plan in Degree Works?
8. Registered and paid tuition and fees?



BUILDING ON SUCCESS 2018

## Aggie First Scholar Peer Mentorship



- Peer mentors are also *first-generation* students
- Mentors are assigned 3-4 incoming freshmen
- Mentors and mentees meet monthly



BUILDING ON SUCCESS 2018



